
2. In the previous chapter, examples of restaurants and fast food chains were used to describe business processes, as they are deemed to be readily familiar to many students. On the basis of your experiences from using the drive-through window at a fast food chain, prepare one each of the three listed pictorial representations of the food-ordering and delivery processes. Your drawings should portray the restaurant's perspective—that is processing a sales transaction via the drive-through window.

- a. Process map
 - b. Document flowchart
 - c. Data flow diagram
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